

# Job Description

---

## Box Office Coordinator

### Reports to

Head of Ticketing

### Purpose of the Job

To be responsible for the day-to-day running of our six box offices; delivering a first class operation.

### Duties and Responsibilities

#### Staff Management

- Liaise with Box Office supervisors, providing support.
- Identify training needs amongst box office staff and arrange or deliver training as necessary.
- Administer the attendance of box office staff; ensuring self-certification forms are returned and filed, and carry out return-to-work meetings as required.
- Ensure the theatre box offices operate in accordance with policy, procedure and general good practice.
- To hold monthly box office supervisor meetings.
- Liaise with the Head of Ticketing to oversee the recruitment of Box Office staff.

#### Box Office Coordination

- Prepare box office rotas. Respond to sick leave, cover and emergency staffing issues.
- Administer Box Office staff holiday requests; maintaining an overview of all requests in order to arrange sufficient cover.
- Make regular visits to the Box Offices; providing support, direction and motivation.
- Ensure timekeeping, dress code and good customer service are adhered to.
- Process payroll for cover and casual staff.
- Provide support to Customer Relations with ticketing related customer complaints.
- When directed carry out other duties consistent with the title Box Office Coordinator.

#### Ticketing Systems

- Assist the Ticketing Systems Coordinator in the setup of events; ensuring events (including extensions) and production notifications are accurate before tickets are made available for sale.
- Provide cover during absences and holiday.

#### Essential Skills

- Broad ticketing experience and extensive knowledge of ticketing systems and box office practices.
- Proven staff coordination skills.
- Excellent customer service skills.
- Good working knowledge of Microsoft Office programmes, particularly Excel.

### Outline of Terms and Conditions

Hours: Monday-Friday, 10am-6pm (additional hours may occasionally be required in the evenings)